

<b>L Number</b>	<b>Hits</b>	<b>Search Text</b>	<b>DB</b>	<b>Time stamp</b>
<b>1</b>	<b>3267</b>	<b>Telephone and computer and call and analysis and customer and state</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:56</b>
<b>2</b>	<b>1907</b>	<b>(Telephone and computer and call and analysis and customer and state) and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:56</b>
<b>3</b>	<b>78</b>	<b>((Telephone and computer and call and analysis and customer and state) and @ad&lt;20000807) and psychological and state</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:58</b>
<b>4</b>	<b>37</b>	<b>((((Telephone and computer and call and analysis and customer and state) and @ad&lt;20000807) and psychological and state) and icon</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:35</b>
<b>5</b>	<b>31197</b>	<b>Telephone and computer and call and analysis and customer and state and service icon</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:57</b>
<b>6</b>	<b>19254</b>	<b>(Telephone and computer and call and analysis and customer and state and service icon) and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:57</b>
<b>7</b>	<b>732</b>	<b>Telephone and computer and call and analysis and customer and state and service and icon</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:57</b>
<b>8</b>	<b>335</b>	<b>(Telephone and computer and call and analysis and customer and state and service and icon) and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 08:33</b>
<b>9</b>	<b>37</b>	<b>((Telephone and computer and call and analysis and customer and state and service and icon) and @ad&lt;20000807) and psychological and state</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 08:32</b>
<b>10</b>	<b>562</b>	<b>telephone and server and service and customer and (classify or classification) and priority and action</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 08:33</b>

11	157	(telephone and server and service and customer and (classify or classification) and priority and action) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 08:33
-	0	(Telephone and computer and call and analysis and customer and state) and @ad<20010605	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/21 14:52

<b>L Number</b>	<b>Hits</b>	<b>Search Text</b>	<b>DB</b>	<b>Time stamp</b>
<b>1</b>	<b>3267</b>	<b>Telephone and computer and call and analysis and customer and state</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:56</b>
<b>2</b>	<b>1907</b>	<b>(Telephone and computer and call and analysis and customer and state) and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:56</b>
<b>3</b>	<b>78</b>	<b>((Telephone and computer and call and analysis and customer and state) and @ad&lt;20000807) and psychological and state</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:58</b>
<b>4</b>	<b>37</b>	<b>((((Telephone and computer and call and analysis and customer and state) and @ad&lt;20000807) and psychological and state) and icon</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:35</b>
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<b>7</b>	<b>732</b>	<b>Telephone and computer and call and analysis and customer and state and service and icon</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 07:57</b>
<b>8</b>	<b>335</b>	<b>(Telephone and computer and call and analysis and customer and state and service and icon) and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 08:33</b>
<b>9</b>	<b>37</b>	<b>((Telephone and computer and call and analysis and customer and state and service and icon) and @ad&lt;20000807) and psychological and state</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 08:32</b>
<b>10</b>	<b>562</b>	<b>telephone and server and service and customer and (classify or classification) and priority and action</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 08:33</b>

11	157	(telephone and server and service and customer and (classify or classification) and priority and action) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:21
12	5	"telephone service monitoring"	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:21
13	5	"telephone service monitoring" and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:29
14	21445	quality and telephone and service	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:27
15	8980	(quality and telephone and service) and server	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:28
16	761	((quality and telephone and service) and server) and (classification or classify) and priority	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:29
17	237	((((quality and telephone and service) and server) and (classification or classify) and priority) and @ad<20000807	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:31
18	218	(((((quality and telephone and service) and server) and (classification or classify) and priority) and @ad<20000807) and management	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:36
19	55	(((((quality and telephone and service) and server) and (classification or classify) and priority) and @ad<20000807) and management) and elapsed and wait	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/09/17 10:38
-	0	(Telephone and computer and call and analysis and customer and state) and @ad<20010605	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/08/21 14:52

<b>L Number</b>	<b>Hits</b>	<b>Search Text</b>	<b>DB</b>	<b>Time stamp</b>
<b>1</b>	<b>421</b>	<b>706/50</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 14:11</b>
<b>2</b>	<b>391</b>	<b>706/50 and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 14:15</b>
<b>3</b>	<b>497</b>	<b>706/46</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 14:15</b>
<b>4</b>	<b>456</b>	<b>706/46 and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 14:20</b>
<b>5</b>	<b>1140</b>	<b>706/45</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 14:20</b>
<b>6</b>	<b>1024</b>	<b>706/45 and @ad&lt;20000807</b>	<b>USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB</b>	<b>2003/09/17 14:20</b>